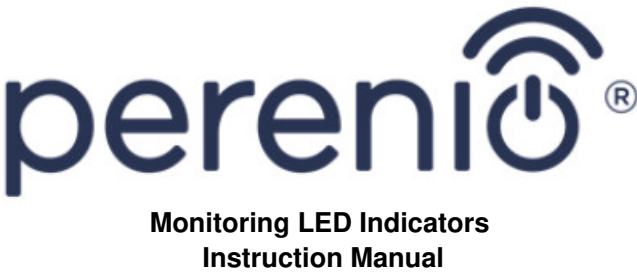








# SUNPOWER Monitoring LED Indicators Instructions

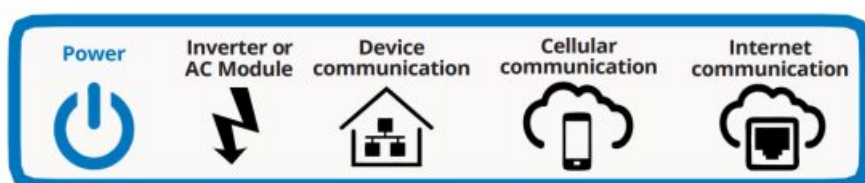
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Refer to this guide for SunPower Monitoring LED status, indications, and troubleshooting instructions. For PVS devices with a single LED, please refer to the color codes below.

	
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LED Color	Operation Mode	Recommended Action
<b>NOT ILLUMINATED</b>	Powered off	Verify connection to a power source.
 <b>DARK GREEN</b>	Normal	No action necessary
 <b>LIGHT GREEN</b>	Boot-up operation	
 <b>CYAN</b>	Update underway	
 <b>AMBER</b>	Error	Please refer to the FAQs of your monitoring application for a troubleshooting guide, contact Customer Support through the my SunPower app or call 1-800-SUNPOWER



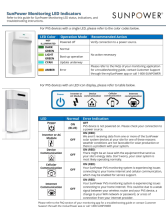
LED	Normal	Error Indication
Power 	<b>ON (BLUE)</b>	<b>OFF</b> PVS device is not powered on. Please check your connection to a power source.
Inverter or AC Module 	<b>OFF ON (RED)</b>	We aren't receiving data from one or more of the SunPower solar system devices at your site for one of these reasons: weather conditions are not favorable for solar production or there is a problem with your system.
Device Communication 	<b>OFF</b>	<b>ON (RED)</b> There might be an issue with the equipment that sends us your site's energy data. Don't worry, your solar system is most likely operating normally.
Cellular Communication 	<b>OFF</b>	<b>ON (RED)</b> Your SunPower PVS monitoring system is experiencing issues connecting to your home internet and cellular communication, which may be enabled for service support.
Internet Communication 	<b>OFF</b>	<b>ON (RED)</b> Your SunPower PVS monitoring system is experiencing issues connecting to your home internet. This could be due to a weak signal between your wireless router and your PVS device, a change to your WiFi network or password, or a loss of connection from your internet provider.

Please refer to the FAQ section of your monitoring app for a troubleshooting guide or contact Customer Support through the mySunPower app or call 1-800- SUNPOWER

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